VETERANS ADMINISTRATION
FINANCIAL SERVICES CENTER
LIST OF SERVICES

Background.

The Department of Veterans Affairs (VA) Financial Service Center (VA-FSC) is a Franchise Fund site under the Government Management Reform Act of 1994, P.L. 103-356. The Act authorizes designated agencies to provide certain common administrative support services on a reimbursable basis both internally and to other government agencies (OGAs). The VA-FSC provides financial services support to its customers in the VA and OGAs, approximately 350,000 people nationwide.

Specific services include:

A. Permanent Change of Station Travel Services
B. eTravel Services
C. Administrative and Secretarial Support Services
D. Customer Support Help Desk Services
E. VA Time and Attendance (VATAS) Help Desk
F. Auditing Support Services
G. Vendorizing Support
H. Health Services Medical Claims Processing
I. Payment Resolution Services
J. Waco Payment Services
K. Mailroom Support Services

A. Permanent Change of Station (PCS) Travel Services

Service: Provide VA-wide services for PCS travel claims preparation and processing in accordance with Federal Travel Regulations, VA Policy, and FSC standard operating procedures. Actions include document/travel authorization and claim reviews; establishing travel obligations; response to customer inquiries; and conduct of counseling sessions providing entitlement information.

Personnel are responsible for providing customers with accurate, timely, and quality service throughout the PCS move process. VA-FSC processes approximately 1,300 PCS moves annually, with an estimated 7,800 associated PCS claims. Each person is expected to process approximately 108 claims per month.

o Task 1 – PCS Claims Processing. Review travel authorization and claims documents for accuracy and conformance with policy and procedures. Contact employee and appropriate field facility staff to request additional

information if required. Finalizes claims and forward them to employee and authorizing official for signature. Forward non-responses or requests for additional information to management within established timeframes.
- o Task 2 – Customer Inquiries. Respond to customer inquiries; and conduct counseling sessions providing entitlement information.

B. <u>E- Travel Services</u>

Service: Provide VA-wide Temporary Duty Travel (TDY) and local travel processing support services accordance with Federal Travel Regulations. Process approximately 750 inquiries per month.

- o Task 1 – Help Desk. Provide Help Desk services to local system administrators, alternate preparers and travelers between the hours of 7:00 AM to 5:00 PM Central Time. Help services include "how to" use the VA-wide travel system, inquiries on payment status, or issues.
- o Task 2 – Help Desk – Tier 2. Provide Tier 2 Help desk assistance and research. Conduct queries that may arise from unforeseen issues with the system or to provide reports on volumes or trends to VA management with recommended issue resolutions and resolution actions. Provide recommended changes to standard operating procedures.
- o Task 3 - Reorganization. Provide assistance to VA facilities undergoing reorganization to determine if a new organization is required in the VA-wide travel System application, or if employees should be transferred from one organization to another.

C. <u>Administrative and Secretarial Support Services</u>

Service: Provide day-to-day administrative support to VA-FSC staff members. Work will involve the use of Microsoft applications, Microsoft Word, Excel, Outlook, PowerPoint, . Adobe Pro and and SharePoint applications to correspond and interface with VA-FSC and its customers as appropriate.

Work will involve the use of software applications such as Talent Management System (TMS), WebHR, Activities Based Coding system, Employee Information System (EIS), Individual Development Program (IDP) system, VA Personnel Accountability System, Personal Identity Verification (PIV) processes, and the Online-Form Submission (OFS) system.

It is anticipated that an individual secretary/support person can perform the required tasks to support approximately 125 staff members. Currently the FSC has 825 staff members with anticipated growth to 2,000 by the 2nd quarter of Fiscal Year 2016. Growth will be addressed by exercising Optional Line Items.

Hours of Coverage: Coverage is required Monday through Friday, except federal holidays, from 7:00 AM (Central) to 4:30 PM (Central), but may eventually change to 6:00 AM (Central) to 6:00 PM (Central). This potential change would

not increase the scope of work required. Some coverage is required for the entire 9.5 hour period, but full coverage is not required for the entire period. Compressed Work Schedules (CWS) will be permitted.

Flexible Work Schedule: The contractor may offer a schedule that mimics a compressed work week to support FSC customer needs. FSC customers' needs are greatest Tuesday, Wednesday, and Thursday from 7am – 4:30pm, and lighter on Mondays and Fridays. Contractors may work more than 8 hour days, not exceeding 80 hours during a two week pay period.

Normal facility hours are from 6:00 AM to 6:00 PM, Monday through Friday. The contractor shall work within those hours unless otherwise arranged in advance with the Contracting Officer (CO) or the Contracting Officer's Representative (COR). At least one contract staff member shall be on duty at the Government site during the hours of 7:00 AM to 4:30 PM Central Time Monday through Friday. Contractor is encouraged to allow flexible work hours, alternative/remote workplace, and extended daily tours of duty to minimize work shifts thus maximizing work-life balance and minimize facility space requirements and environmental impact as per Executive Order 13514, Federal Leadership in Environmental, Energy, and Economic Performance.

- o Task 1 – Correspondence. Proofread correspondence generated by Government customers and finalize for Government approval. Develop templates. Maintain correspondence logs.
- o Task 2 – Personnel Actions.
    - ▪ Prepare draft personnel actions for government review, approval, and completion such as, but not limited to, position descriptions, job announcements, and entering data into tracking systems. Prepare draft awards (certificates, mementos, forms) based on Government direction. Maintain logs and records of existing personnel actions via electronic files.
    - ▪ Schedule recruitment interviews.
    - ▪ Solicit, collect, and assemble manning information and compile monthly organization charts for each Service Director. Obtain senior leader signatures. Coordinate changes to organization/staffing charts.
    - ▪ Track completion of annual performance appraisals, both manually and via an automated system. Provide reports to Government leaders on numbers, percentages and lists of completed and incomplete actions for government action.
    - ▪ Process leaves requests.
- o Task 3 – Meeting Coordination. Prepare meeting agendas. Coordinate conferences. Coordinate attendance.
- o Task 4 – Scheduling.
    - ▪ Maintain schedules and calendars.
    - ▪ Maintain the organization's events calendar.
    - ▪ Schedule conference rooms based upon automated system requests.

- Proofread, consolidate, and post weekly "Significant Events" prepared by supervisors.
- Schedule teleconferences as requested.
  - Task 5 – Reporting. Compile data to generate monthly statistical reports to Government senior leaders.
  - Task 6 – Support to Information Technology (IT) Security Officers. Coordinate quarterly with owners of over 50 IT systems to verify continued access by system users. Pull reports of current IT users by system. Generate e-mails to system owners with an established suspense date for access verification. Follow up to ensure system owners respond. Close out suspense actions as appropriate.
  - Task 7– Support to Personal Identity Verification (PIV) processes.
    - Serve as registrar in Homeland Security Presidential Directive (HSPD)-12 PIV system portal.
    - Verify applicant's identity based on credentials presented.
    - Perform fingerprinting actions using the Office of Personnel Management (OPM) fingerprinting portal.
    - Schedule and coordinate appointments.
    - Monitor and annotate destruction log for PIV badges that are cancelled.
    - Process visitor access listings.
    - Issue temporary visitor badges using information obtained from within the Online-Form Submission (OFS) system.
  - Task 8 – Support New Employee Training and On-boarding processes.
    - Monitor onboarding of new FSC contractors and Federal employees.
    - Reach out to new Government employees and contractors within their first 2 days on the job to assist with setting up necessary system profiles, system access, and other required accounts.
    - Brief new employees on training requirements during Newcomer's Orientation.
    - Schedule new Contractors and Federal Employees for FSC's Newcomer Orientation briefing.
    - Create training profiles and assign VA-mandated training courses within the Talent Management System. Monitor completion of required TMS training and prepares compliance reports for senior leaders.
    - Coordinate training logistics (reserve conference room, prepare information packets, notify lecturers, prepare sign-in sheets, etc.).
    - Perform TMS system queries, pull reports, and assist customers with password resets.
    - Coordinate with VA National Helpdesk as necessary to open system performance trouble tickets.
    - Assist in drafting and reviewing FSC training guidance and handbooks.

D. **Customer Support Help Desk Services**

Service: Provide Tier I and Tier II Help Desk services to FSC and its customers. Help desk includes phone calls and web site. Help Desk is currently operational between the hours of 6:30 AM to 5:00 PM CST Monday through Friday. The

Contractor must have flexibility to support any future customer operational hour requirements between the hours 6:00 AM and 6:00 PM CST. All employees must support the core peak hours of 9:00 AM to 4:00 PM CST.

Customer support services include all phone calls, emails, customer self-service request submissions and system registration requests received by the Customer Support Section. The VA-FSC Customer Support Section currently processes approximately 1,300 inquiries per day. Since work assignments vary depending on volume of incoming work and work priorities, the volume of transactions processed will be dependent on individual assignments.

Work will involve the use of a variety of unrelated FSC and VA systems such as financial management systems, invoice processing systems, VA employee travel systems, VA employee payroll systems, VA ticketing and case management systems as well as various customer self-service portals.

The normal daily assignment includes answering incoming phone calls and emails. One person processes an average of 55 calls and 7 emails per day. The average phone call lasts 4 minutes.

All assigned emails must be responded to within a minimum of 24 business hours and resolved within 3 working days unless awaiting additional information from the customer. Upon receipt of additional customer information, resolution must be completed within 3 working days.

If assigned to work self-service portal administration duties only, the average number of access requests processed in an 8 hour workday is 150.

The Contractor shall support emergent development work necessary to comply with customer volume increases as well as any legislative, judicial, union, or other regulatory rule or regulation.

- o Task 1 – General Inquiries. Use a variety of unrelated FSC and VA systems to research customer inquiries such as financial management systems, invoice processing systems, VA employee travel systems, VA employee payroll systems, VA ticketing and case management systems as well as various customer self-service portals. Take information from a variety of locations or systems, Interpret laws, policies and procedures, and analyze information. Interpret that information to provide a response that is accurate and easily understood by the customer.
- o Task 2 –Technical Inquiries. Respond to inquiries on basic technical issues, such as system registrations, password resets or general user issues.
- o Task 3 – Tier Assignment. Determine when requests must be forwarded to upper Tier for resolution. Provide clear and concise documentation of the help desk request and information found by lower tier where issues must be routed to another team or elevated to a supervisor for support.

E. **VA Time and Attendance (VATAS) Help Desk**

Service: Provide payment services Tier I VA Time and Attendance System (VATAS) Help Desk support to VA-FSC and its payroll offices, and all VA users

currently using Integrated Funds Control Point Activity (IFCAP) as they migrate to the VATAS. Provide system administration assistance to duty station payroll administrators/ technicians.

Assistance may be required for over 330,000 VA employees. Process approximately 100,000 help desk transactions annually. Process the below transactions via e-mail and phone. All tasks are estimated to take no longer than 30 minutes each to complete.

- o Task 1 – Password Resets. Reset passwords as requested.
- o Task 2 – Assign Roles for Timekeepers, Supervisors, Time and Leave (TL) Approvers, Duty Station Payroll Admin/Technician, Station Payroll Admin/Technician. Verify that the proper roles are assigned to the user, if not, the roles should be assigned/un- assigned appropriately.
- o Task 3 – Assist Payroll Offices, Timekeepers/Supervisors with assigning/un-assigning TL units appropriately.
- o Task 4 – VATAS Timesheet and DCPS questions. Accurately verify VATAS leave balances against Defense Civilian Payroll System (DCPS) leave balances, plus accurately verify VATAS timesheets against DCPS timecards.
- o Task 5 – VATAS System Usage and Policy Inquiries. Answer routine inquiries pertaining to the use and operation of VATAS. Escalate non-routine or complex issues to appropriate Government staff.

F. **Auditing Support Services**

Service: Provide auditing services to VA-FSC and its customers. Provide on and off-site audit recovery, internal auditing, grant auditing/consulting, and management analysis to VA and OGA customers.

Internal audits and reviews are driven by a VA-FSC internal risk assessment, product line requirements, and ad-hoc management requests. VA-FSC projects between 16 and 24 internal audits to support this initiative. Internal audits vary in size and scope. A typical internal audit engagement may require multiple auditors depending on the level of risk, priority, and resources availability. The timeline can range from a few weeks to several months. The scope and schedule of each audit will be provided by VA-FSC prior to commencement of that audit. Auditors may work on multiple internal audits simultaneously.

Grant audits are based on customer demand with a projected requirement of between 44 and 65 engagements per year. VA-FSC anticipates an engagement timeline ranging from four (4) to six (6) weeks per engagement, broken down as follows: one (1) to (2) weeks of planning/preliminary review work; one (1) week of fieldwork; one (1) week of post fieldwork analysis; and one (1) to two (2) weeks to issue a draft report. Timelines are driven by risk, priority, and resources allocation.

VA-FSC currently has between five (5) and seven (7) audit consulting engagements with major clients on an annual basis. These engagements historically last no more than three (3) days at a time.

VA-FSC projects a significant growth in audit recovery support over the next several years. The bulk of the work is continuous monitoring and analytical reviews and reporting. These in not a quantifiable number of audits, however, $1.2M payments and approximately $12B in disbursements are projected to be continuously monitored for improper payments.

Work will involve the use of:
- Auditing software such as TeamMate and data analytics software such as Audit Command Language (ACL) in use by VA-FSC.
- Microsoft Office Suite, primarily SQL, Access, Excel, and Word applications and their use in the audit environment.
- VA Financial Policy and all Federal Auditing regulations and guidance from the Office of Management and Budget (OMB), and VA-FSC.
- VA-FSC accounting systems, such as Financial Management System (FMS), Document Management System (DMS), and Financial Reporting System (FRS).

o Task 1 – Auditing. Grants, Internal/External, and Audit Consulting. For each of these three types of audits:
  - Review the organization's degree of compliance with the principles of sound financial management.
  - Gather information about the organization or function scheduled for audit. Develop risk assessment, audit plan, and recommend to the Government, areas to audit along with methods to obtain valid information.
  - Performs duties associated with examining financial books, records, etc., to provide recommendations to improve productivity, cost-effectiveness, and quality of work processes.
  - Perform financial audits by examining accounts and financial records for the purpose of recommending that the financial statements fairly represent the financial position of the fund or contract.
  - Prepare draft audit reports that identify all significant aspects of the financial program and noncompliance with regulations, inefficient operations, or improper practices. Develop constructive recommendations for improvements to the financial position of the organization.
o Task 2 – Grants only. Conduct Indirect Cost Rate desk reviews in support of VA-FSC's Grant Consulting mission objectives.
o Task 3 – Audit Recovery. Provide specialized financial assistance in supporting VA-FSC's audit recovery mission residing in the Management Oversight Section or the Operational Oversight Division.
  - Perform a wide range of duties in support of the President's Management Agenda addressing the initiative to reduce erroneous

payments. Agencies with programs listed in Section 57 of the OMB Circular A-11 are required to report annually on the extent of the erroneous payments in those programs and the actions they are taking to reduce erroneous payments. In 2006 OMB issued Parts I and II to Appendix C of OMB Circular A-123 as implementing guidance for the Improper Payments Information Act of 2002 (P.L. 107-300), and section 831 of the Defense Authorization Act of Fiscal Year 2002 (Pub. L. No. 107-107, codified at 31 U.S.C. §§3561-3567), also known as the Recovery Auditing Act. This is the guidance that VA-FSC follows to support the Improper Payments Elimination and Recovery Act (IPERA) initiative.

- Use VA-FSC accounting systems, such as FMS, DMS, and FRS to help identify, correct, cancel, or collect improper and/or duplicate payments. Use specialized data analytics software like ACL and Microsoft Office products, such as Word, Excel, SQL, and Access to research and document data elements required in identifying improper or duplicate payments.
- Review commercial payments filtered through VA-FSC web based audit recovery portal to identify, correct, cancel, or collect improper and/or duplicate payments. Follow VA Financial Policy Volume XII "Debt Management" and VA- FSC local policy and procedures to issue Bill for Collection to collect improper and/or duplicate payments.
- Produce various VA-FSC reports concerning audit recovery efforts such as status updates, review of outstanding Bills for Collection, IPERA reporting, and VA Performance Accountability Report (PAR) support as required.

o Task 4 – Policy. Provide suggestions to supplement guidelines received from VA, the U.S. Government Accountability Office (GAO), Department of Treasury, or OMB.

G. <u>Vendorizing Support.</u>

VA-FSC supports the VA by maintaining accurate vendor data for all VA payments. To accurately make payments, the VA-FSC Vendorizing team works with VA facilities, commercial vendors, and veterans to coordinate and validate the Financial Management Service (FMS) Vendor File data.

The Vendorizing team processes IRS Form 1099-MISC, Miscellaneous Income, and IRS Form 1099-INT, Interest Income, for vendors and VA employees. The Vendorizing team also processes 1099 adjustment requests. This is seasonal work which falls between February and April. Approximately 8,500 IRS Form1099 correction requests are processed during this period.

Additionally, the Vendorizing team provides Customer Service to Veterans, VA Facilities, and Commercial Vendors.

Work will involve the use of the FMS, Document Management System, the Integrated Funds Distribution Control Point (IFCAP) system, Automated Veteran Input System (AVIS), Sequel Intelligence Database (SID), Internet Payment Platform System (IPPS), Vendor Inquiry System (VIS), and various Internet sites such as SAM System for Acquisition Management (SAM) and the Internal Revenue Service (IRS).

The contractor will process:
- 675 vendor file update requests per day, approximately 13,500 per month. Each person will process at least 84 requests per day.
- 8,500 IRS Form 1099-MISC, and Form 1099-INT correction requests during the months of February, March and April (a surge amount of 200 requests per day). On average each person processes 100 correction requests per day.
- 150 customer service requests per day (100 customer calls and 50 customer emails per day). On average, a person handles 50 phone calls per day and 50 emails per half day.
- 150 invoicing requests per day (at the Waco, Texas location). On average, one person can process 75 requests per day.

Service: Provide vendorizing services to VA-FSC and its customers. Specifically, services are required to support maintenance and updates for the Nationwide FMS Vendor File.

o Task 1 – Analyze and establish vendor records. Validate accuracy and completeness of vendor information received from customers (VA stations and vendors) using systems such as FMS, DMS, IFCAP, AVIS, SID, IPPS, VIS FMS and various Internet sites such as SAM and the IRS.
  - Determine proper routing of vendor documents to appropriate VA-FSC work queues.
  - Validate TaxIDs and Social Security Numbers for all new records with the IRS.
  - Validate all requests to prevent duplicate entries.
  - Validate all requests with the SAM.
  - Enter data into the FMS Vendor File in accordance with the Nationwide Vendor File Standard Operation Procedures.
o Task 2 – Vendor File Cleansing. Review existing FMS data and consolidate files used by field stations for procurement, and other payment processes into one centralized file. Review existing vendor records and compare against files provided by third party vendors to incorporate DUNS numbers, update EFT information, and associate or link payment records with records established by Acquisition Staff. Contact appropriate individuals to obtain clarification or resolve discrepancies. Analyze and use judgment to link appropriate files for the purpose of consolidating records and purging unnecessary records.

- Task 3 – IRS Form 1099 Processing. Process 1099-MISC and 1099-INT tax forms for vendors and VA employees. Validate TaxIDs and Social Security Numbers for all new records with the Internal Revenue Service (IRS).
- Task 4 – IRS Form 1099 corrections. Process requests to send corrected 1099s. Requests are typically received via fax, the Document Management System, mail, and directly through FMS via the FEE Basis and IFCAP transmissions.
- Task 5 – Customer Service. Respond to customer requests for help received via phone and e-mail. Such requests may include help with filling out forms, verifying that forms have been received, and assisting in expediting the processing of forms. These requests typically require the customer service agent to access multiple vendorizing systems to provide answers to customers.

H. Payment Resolution Services.

Services: Provide payment resolution services to VA-FSC and its customers using numerous database applications in accordance with established Standard Operating Procedures (SOPs), guidelines and policies. Correct discrepancies and make payment transaction adjustments as requested by vendors and other field facilities.

Work will involve the use of VA-FAC guidelines, VA-FSC systems including SQL Invoice Database (SID), Document Management System (DMS), On-Line Certification System (OLCS), and Financial Management System (FMS).

VA-FSC processes approximately 1.75 million payment transactions annually. This number is expected to increase at a rate of 10% per year. Approximately 35% will require resolution of discrepancies and payment adjustments.

- Task 1 – Invoice Processing. Review submitted vendor invoices for potential duplication, accuracy and completeness. Determine course of action to resolve deficiencies in accordance with VA-FAC guidelines. Enter invoice and vendor information into VA-FSC systems including SQL Invoice Database (SID), Document Management System (DMS), On-Line Certification System (OLCS), and Financial Management System (FMS).
- Task 2 – Payment Resolution. Determine and resolve variances between invoice and receiving report amounts and FMS payment rejects. Prepare Bills of Collection for erroneous payments to collect funds due to Government. Monitor collection status and follow-up with vendors if necessary. Process vendor offset transactions in FMS as necessary. Forward receivable to the US Treasury for offset as necessary.
- Task 3 – Payment. Analyze invoices to determine propriety of payment, and proper methodology of payment, manual or automated. Determine necessary certifications, price agreements and potential discounts or penalties using provided contract provisions. Compute and prepare transactions for manual and automated payments using numerous database applications in

accordance with established Standard Operating Procedures (SOPs), guidelines and policies.

- o Task 4 – Inquiries. Communicate directly with Government Fiscal Personnel to respond to inquiries, resolve payment issues and respond to requests for changes.

I. <u>Waco Payment Resolution Services</u>

Services: Provide payment resolution services to VA-FSC and its customers using numerous database applications in accordance with established Standard Operating Procedures (SOPs), guidelines and policies.

Work will involve the use of VA-FAC guidelines, VA-FSC systems including SQL Invoice Database (SID), Document Management System (DMS), On-Line Certification System (OLCS), and Financial Management System (FMS).

Process over 150,000 payment resolution services annually. This rate is expected to increase by 10% per year.

- o Task 1 – Invoice Processing. Review submitted vendor invoices for potential duplication, accuracy and completeness. Determine course of action to resolve deficiencies in accordance with VA-FAC guidelines. Enter invoice and vendor information into VA-FSC systems including SQL Invoice Database (SID), Document Management System (DMS), On-Line Certification System (OLCS), and Financial Management System (FMS).
- o Task 2 – Payment Resolution. Determine and resolve variances between invoice and receiving report amounts and FMS payment rejects. Prepare Bills of Collection for erroneous payments to collect funds due to Government. Monitor collection status and follow-up with vendors if necessary. Process vendor offset transactions in FMS as necessary. Forward receivable to the US Treasury for offset as necessary.
- o Task 3 – Payment. Analyze invoices to determine propriety of payment, and proper methodology of payment, manual or automated. Determine necessary certifications, price agreements and potential discounts or penalties using provided contract provisions. Compute and prepare transactions for manual and automated payments using numerous database applications in accordance with established Standard Operating Procedures (SOPs), guidelines and policies.
- o Task 4 – Inquiries. Resolve payment inquiries submitted by Government personnel. Communicate directly with Government Fiscal Personnel to resolve payment issues and requests for changes.

J. <u>Health Services Medical Claims Processing.</u>

The VA-FSC is responsible for processing the associated medical claims submitted by the medical providers in accordance with the Prompt Payment Act and customer program requirements and reimbursing medical care providers on behalf of customers.

Services: Provide medical claims processing services to VA-FSC and its customers using numerous database applications in accordance with medical claims coding regulations and guidelines. Personnel will use Medicare and electronic, on-line claims processing and queries, and medical claims diagnostics in performing this work.

The Contractor shall follow all applicable privacy laws, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA; Pub.L. 104-191, 11O Stat. 1936, enacted August 21, 1996), in the performance of this requirement.

The VA-FSC medical claims service currently processes approximately 130 claims per person per day and approximately 1,482,000 claims annually. The average number of claims processed by an individual may vary depending on the complexity of the assigned claims. Additionally, 2,600 written and oral payment inquiries are received on a monthly basis. Contractor employees are required to accurately process 2,300-2,350 medical claims daily.

180,000 Dialysis Medicare Claims are processed annually, which are submitted for processing under Medicare standards. The average hourly rate for processing a standard dialysis medical claim is 2 claims per hour per person. The Contractor will respond 100 to 200 written and oral payment inquiries per month.

Work will involve the use of:

- The medical claims processing system which incorporates an Internet authorization application, document processing functionality, optical character recognition (OCR) scanning capability and Plexis Claims Manager (PCM) claims processing software
- The Current Procedural Terminology (CPT); Healthcare Common Procedure Coding System (HCPCS) and International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM) and Tenth Revision Clinical Modification (ICD-10-CM) standards.
- Diagnostic and procedural coding for all Health Care Financing Administration-1500 (HCFA-1500), Uniform Bill 92 (UB92) and other claim forms.

o Task 1 – Medical Claims Data Entry. Input and validate medical claims data into the PCM application. Analyze rejected claims data. Review documentation authorizing benefits payments. Determine appropriate amount due to recipient and process all necessary payment transactions. Analyze and audit any overpayments of claims. Record and issue letters informing debtors of obligations. Follow up as needed. Respond to written and oral payment inquiries.
o Task 2 – Medical Claims Vouchers Processing. Examine and process vouchers, invoices, claims and other payment requests for medical services.

Assess for completeness, accuracy, adequate documentation or citations, and compliance with Medicare billing and regulations. Justification submitted must be in compliance with CPT, HCPCS ICD-9-CM and ICD-10-CM standards.

- o Task 3 – Bulk Claims Processing. Analyze bulk claims and determine appropriate payment amounts and prepare claims for payments. Ensure appropriate diagnostic and procedural coding for all Health Care Financing Administration-1500 (HCFA-1500), Uniform Bill 92 (UB92) and other claim forms. Interface with VA-FSC activities including mailroom in support of preparation and scanning of paper claims. Work will involve the use of CPT, HCPCS, ICD-9-CM and ICD-10-CM medical claims coding regulations and guidelines.

K. <u>Mailroom Support Services.</u>

Services: Provide mailroom support services to the VA-FSC and its customers. Specifically, provide support for VA-FSC's invoice processing system which includes mail receipt, sorting, scanning, storing of invoices, and mail out.

Open, sort, scan and mail approximately 410,000 pieces of mail per month. The Government currently estimates an individual performing this function can process 34,500 pieces of mail each month. Transport mail to and from the VA-FSC facilities listed below.

- o Task 1 – Mail Receipt and Sorting. Receive approximately 410,000 pieces of US mail monthly via US Postal Service, FedEx, UPS, and other mail carriers. Open mail in the clean room located at the VA Austin Information Technology Center (AITC), 1615 Woodward Street, Austin, TX 78741. Sort mail into invoices and non-invoice documents. Sort invoices into batch types following established VA-FSC standard operating procedures.
- o Task 2 – Mail Delivery. Deliver non-invoice mail to the VA- FSC facility located at 7600 Metropolis Drive, Building 5, Austin Texas, 78744, a distance of 3-4 miles one way. Deliver FSC's outgoing mail to the AITC mail distribution center during scheduled mail pickup. The contractor shall provide the transportation to and from the FSC and AITC facilities. Anticipate 2 round trips per day.
- o Task 3 – Scanning. Prepare batched invoices for scanning by unfolding, removing staples, taping tears or taping small related documents to standard 8.5" x 11" paper. Scan prepared invoice documentation utilizing VA-FSC Kodak or Fujitsu scanners, following established procedures. Store scanned documentation in appropriate location, pending destruction. Respond to requests for re-scanning as needed.